



CITY OF GRANTS PASS
invites applications for the position of:

Dispatcher

SALARY: \$21.38 - \$29.23 Hourly
\$3,705.55 - \$5,065.79 Monthly
\$44,466.60 - \$60,789.48 Annually

OPENING DATE: 09/15/17

CLOSING DATE: 10/13/17 05:00 PM

ABOUT THE POSITION:



We are looking for a Dispatcher in our Public Safety Department.

Successful applicants will have strong keyboarding skills, outstanding interpersonal and judgment skills and the ability to multi-task during intense situations and high volume work loads. Incumbents are responsible for answering emergency and non-emergency telephone calls and directing appropriate and timely resources. Responsibilities include prioritizing calls, tracking unit status, and dispatching emergency personnel to crime scenes and calls for service.

Our Public Safety Department is a 24-7 operation and all candidates will be required to work nights, weekends, rotating shifts and holidays.

After an initial review of the application materials, applicants who meet the minimum qualifications will be invited to complete Critical testing and a 2-hour job observation in our dispatch center. The Critical testing will be scheduled for completion between October 24 and November 9, 2017. Candidates who are successful with the Critical testing will be invited to an oral interview in November.

MINIMUM QUALIFICATIONS:

A High School Diploma or GED and one year of customer service experience, including the use of computers is required; public safety experience is preferred; or an equivalent combination of education

and experience sufficient to successfully perform the essential duties of the job such as those listed in the job description.

Must be able to complete and pass a comprehensive background investigation, psychological evaluation, pre-employment physical, audio test, and drug screen.

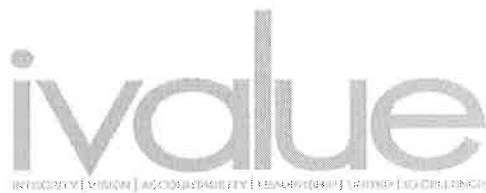
Licensing Requirements:

- Law Enforcement Data System Certificate within 60 days of appointment
- First Aid Certificate within one year of appointment
- Basic Telecommunications Certificate within one year of appointment
- Emergency Medical Dispatch Certificate within one year of appointment

Attach a copy to your application:

- Certification of 40 words per minute with a minimum 95% accuracy keyboarding skills

A complete listing of duties can be reviewed in the Dispatcher job description.



The City of Grants Pass is a High Performance Organization that has a well-defined Mission, Vision and Values which provides the framework for our organizational culture. We believe that the best solutions come from empowered teams with the knowledge and shared vision of the community's goals. We promote a legacy of excellence through a culture of trust, collaboration, and encouragement of personal growth and the celebration of our achievements. We seek to attract adaptable, creative and motivated individuals who share our community pride and dedication to exceptional public service.

If you are an individual who appreciates a working team environment, which focuses on trust, crucial communications, commitment, accountability and results, then the City of Grants Pass may be a great place for you!

HOW TO APPLY:

Application materials must be turned in by the closing date in order to be considered for this position. Applications can be completed on-line, hand delivered or post-marked by the application deadline. Any application that is missing a cover letter, resume, typing test or answers to the supplemental questionnaire will not be considered. No late, incomplete or faxed applications will be accepted.

The **required materials** to be completed or attached to your application for this recruitment are:

1. City Application
2. Supplemental Questionnaire
3. Resume
4. Cover Letter
5. Typing Test indicating at least 40 word per minute with a minimum of 95% accuracy.

NOTE: A typing test can be obtained at WorkSource Oregon Employment Department/Job Council, or from a temporary employment agency. Typing tests taken from home on-line will not be accepted.

RANKING AND SELECTION:

The ranking and selection of applicants to proceed in the process for our Public Safety Department includes: experience, education, responses to supplemental questionnaire, and meeting minimum qualifications of the position. The initial selection process includes the following steps: application review, and criminal history inquiry, oral interview and testing. The final selection process following interview includes the following steps: tentative offer, extensive background investigation, psychological evaluation, physical examination, drug testing, and final offer of employment.

All candidates will be notified of the status of their application after the closing date.

Reasonable accommodations may be made upon request prior to the application deadline to enable individuals with disabilities to participate in the job application process.

The City's Veteran's Preference Form is available on the City's website or by clicking on the link.

EEO/AA

Recreation

The recreational opportunities of the Rogue River are many: jet-boat trips, rafting, kayaking, paddle boarding, fishing, water skiing, swimming, hiking, and gold panning. In addition to the world famous white water Rogue River, nearby mountains provide high-mountain recreational experiences, including snow skiing at Mt. Ashland. Cultural activities center around the Shakespeare Festival in Ashland and the historic town of Jacksonville. Other scenic attractions include: Crater Lake National Park, Oregon Caves National Monument, and the Redwoods that stretch from San Francisco to Southern Oregon. Grants Pass' year round calendar of events offers something for everyone. And once the sun goes down, the region takes on a life of its own with fine restaurants, theatres and a performing arts center.

Visitor information: www.travelgrantspass.com

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.grantspassoregon.gov>

Position #17-37
DISPATCHER
TM

101 N.W. "A" Street
Grants Pass, OR 97526
541-450-6050
541-450-6000

humanresources@grantspassoregon.gov

Dispatcher Supplemental Questionnaire

- * 1. Give an example of your experience in multi-tasking (doing multiple tasks at the same time). Would you consider yourself a strong multi-tasker? Would your current employer and co-workers consider you good at multi-tasking? Explain your answers.
- * 2. Give an example of a time that you dealt with a stressful situation. How did you deal with the situation? What was the outcome? After making your decision as to how you handled the situation, were there other options available to you? If so, what were they?
- * 3. Give an example of a work environment you have experienced. What did you like the most? What did you like the least. Why?
- * 4. Are you familiar with a Windows based computer environment? What operating systems have you recently used? Which, if any, components of Microsoft Office are you competent with?
- * 5. Describe your general computer knowledge.

- * 6. Keyboarding Skills: What is your level of skill using the "F" function keys?
 - ☐ Minimal Experience
 - ☐ Moderate Experience
 - ☐ Extensive Experience
- * 7. Rate your experience with the use of the ten-key.
 - ☐ Minimal Experience
 - ☐ Moderate Experience
 - ☐ Extensive Experience
- * 8. Do you use the number keys at the top of the keyboard?
 - ☐ Yes ☐ No
- * 9. Are you able to type without looking at your hands?
 - ☐ Yes ☐ No
- * 10. A dispatcher may be required to work any shift on any day of the year (including holidays, birthdays, etc.) Are you willing to be assigned to shift work, which includes day, swing, and graveyard shifts on a rotation basis?
 - ☐ Yes ☐ No
- * 11. Are you willing to work weekends, holidays and overtime?
 - ☐ Yes ☐ No
- * 12. Do you agree, if selected to fill the position, that you will be able to attend a two-week Academy held in Salem, Oregon? (The City pays for attendance and all approved costs associated with attendance.)
 - ☐ Yes ☐ No
- * 13. Have you attached a typing test certificate indicating 40 words per minute with a minimum 95% accuracy?
 - ☐ Yes ☐ No
- * Required Question



101 Northwest A Street
Grants Pass, Oregon 97526
541-450-6000

For Office Use Only # _____
Date _____
Application Reviewed _____

Employment Application

EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

POSITION APPLIED FOR : _____

PLEASE PRINT OR TYPE CLEARLY:

Last Name _____ First _____ Initial _____

Street Address _____ City & State _____ Zip _____

Mailing Address _____ City & State _____ Zip _____

Telephone Home _____ Work _____ Cell _____ Message _____

Electronic Mail Address _____ Driver's License Number/ State Issued / Expiration Date _____

Nickname or preferred name _____ Best way to reach you? Home Phone _____ Cell Phone _____ E-mail _____

Answer all of the questions listed below:

1. Are you 18 years of age or over? Yes No

2. If applying for a sworn Police Officer position, are you 21 years of age or over? Yes No

3. Can you demonstrate that you are a Citizen of the United States or that you are legally authorized to work in the United States? Yes No

4. Have you previously been employed by the City of Grants Pass? Yes No

If so, when and what position/s? _____

5. Have you ever been a member of a State of Oregon Public Employees Retirement System (PERS or OPSRP)? Yes No

6. Have you ever been convicted of a felony or a misdemeanor other than a minor traffic violation? Yes No

7. Do you have any relatives working here? Yes No

If yes, please provide their name, department and relationship to you below:

8. Do you have a High School Diploma? Yes No

Name of School	Location (City & State)

9. If not, do you have a General Equivalency Degree/Certificate? (GED) Yes No

Name of School	Location (City & State)

Skills and Abilities:

Using a scale of 0 to 5 (0 is low and 5 is high) please indicate your skill level for the following:

_____ Typing / Keyboarding (_____wpm)	_____ Computer Use
_____ Email	_____ Internet Use
_____ Microsoft Office Applications	_____ Multi-Line Phone
_____ 10-Key	_____ Spreadsheet Software
_____ Public Speaking	_____ Interpersonal Communication Skills
_____ Defensive Driving	_____ Other _____

List any special training, certificates, professional, vocational licenses, registrations, languages, or additional job-related skills specific to the position you are applying for:

Education / Specialized Training:

List additional Education beyond High School (college, universities, military schools, trade schools etc).

Name of School	Location (City & State)	Major	Credits Completed	Certificates or Degrees

Employment History:

Starting with your present or last employer, please list your work experience during the last 10 years, including all non-paid or volunteer work. If you need more space, please attach additional sheets. Explain gaps in employment. A resume will not be accepted as a substitute for employment history.

Job Title _____ Start Date _____ End Date _____

Employer _____ Address _____

Phone _____ Direct Supervisor _____

Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No

Starting Salary _____ Ending Salary _____

Duties/Responsibilities _____

Reason for leaving : _____

Job Title _____ Start Date _____ End Date _____

Employer _____ Address _____

Phone _____ Direct Supervisor _____

Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No

Starting Salary _____ Ending Salary _____

Duties/Responsibilities _____

Reason for leaving: _____

Job Title _____ Start Date _____ End Date _____
Employer _____ Address _____
Phone _____ Direct Supervisor _____
Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No
Starting Salary _____ Ending Salary _____
Duties/Responsibilities _____
Reason for leaving : _____

Job Title _____ Start Date _____ End Date _____
Employer _____ Address _____
Phone _____ Direct Supervisor _____
Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No
Starting Salary _____ Ending Salary _____
Duties/Responsibilities _____
Reason for leaving : _____

Job Title _____ Start Date _____ End Date _____
Employer _____ Address _____
Phone _____ Direct Supervisor _____
Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No
Starting Salary _____ Ending Salary _____
Duties/Responsibilities _____
Reason for leaving : _____

If more space required for Employment History, please attach an additional sheet.

AGREEMENT: I understand any misrepresentation or deliberate omission may be justification for termination or refusal of employment. I agree to undergo psychological screening (when applicable), physical examination and drug screening. I fully understand employment is contingent upon meeting the City's physical requirements. (Note: Physical requirements will be assessed only as they relate to the position applied for. The City does not discriminate on the basis of handicap.) Candidates unsuccessful in any part of the testing process may reapply to test for future openings after waiting six months, unless it was for failure to pass the background or psychological examination, which requires the applicant to wait to retest for three (3) years. I HEREBY AUTHORIZE THE EMPLOYERS, SCHOOLS OR PERSONS NAMED ON THIS APPLICATION TO GIVE ANY ADDITIONAL INFORMATION REGARDING MY QUALIFICATIONS AND CHARACTER. I HEREBY AUTHORIZE THE CITY TO REVIEW MY DRIVING RECORD AS WELL AS CRIMINAL HISTORY.

Please read the above and sign _____
Signature Date

CITY OF GRANTS PASS
AFFIRMATIVE ACTION QUESTIONNAIRE

NOTE TO APPLICANT: The City of Grants Pass is an equal opportunity employer. For the purposes of satisfying State and Federal requirements, your cooperation in volunteering the following information is appreciated. This form will be removed from your employment application and kept separate and confidential.

Name: _____

Position Applied For: _____

Age: _____ Gender: Male ☐ Female ☐

Please check the appropriate box:

Ethnic Origin (select one):

- ☐ **White** (not of Hispanic origin)- having origins in any of the original peoples of Europe, North Africa or the Middle East.
- ☐ **Black** (not of Hispanic origin)- having origins in any of the Black racial groups of Africa
- ☐ **Hispanic**- all peoples of Cuban, Mexican, Puerto Rican, Central or South America or other Spanish culture or origin regardless of race.
- ☐ **Asian or Pacific Islanders**- having origins in any of the original peoples of the Far East, southeast Asia, Indian subcontinent or the Pacific Islands.
- ☐ **American Indian or Alaskan Native**- having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Optional Survey:

I learned about this position through the following source(s):

- ☐ Newspaper (please specify) _____
- ☐ Organization or Group (please specify) _____
- ☐ Newsletter or Journal (please specify) _____
- ☐ City Employee ☐ Employment Office
- ☐ City Web Site ☐ Other (please specify) _____